

Number	Date Received	Sector	Topic Area	Comment	Solution	Decision Point	Status	Assignment	Closure Date
1	28-Oct-11	Energy	Private Sector Technical Specialist Program	There are a large number of technical specialists available within the private sector that could be available to assist public sector agencies in emergency situations.	A detailed listing of technical specialists could be developed and maintained at the state level.	Accept with change: The private sector representatives should provide these lists for the BEOC and the ITTF Private Sector Committee will update bi-annually.	Active	ITTF Private Sector Committee	
2	28-Oct-11	Energy	Industrial Version of EMNET		A modified version of EMNET could be developed to communicate with key private sector companies across the state and used to disseminate emergency response related information.	Postponed for cause: EMNET is being phased out by the State of Illinois. The State is looking into the use of WebEOC and/or IPAWs	Pending	IEMA IT and IEMA Ops	
3	28-Oct-11	Energy	Encouragement of BEOC at County Level		Encourage county level EOCs to involve their key private sector partners in their EOC operations.	Accepted: Will develop an initiative to encourage involvement on a regional wide basis	Active	ITTF Emergency Management Committee and IEMA Regional Manager	
4	28-Oct-11	Energy	Private Sector EM and Drill Outreach	Conducting drills in venues that involve both public sector agencies and private sector organizations will help build better municipal/private relationships.	IEMA should encourage private sector organizations to partake in IEMA training classes.	Accepted: A letter will be sent to primary Private Sector Associations to encourage attendance	Active	ITTF Private Sector Committee	
5	28-Oct-11	Energy	Annual Private Sector EM Workshop		IEMA should consider conducting an annual private sector emergency management workshop which would allow IEMA an opportunity to develop the private sector/public sector interface.	Accepted: Will develop a class to be presented at the annual IEMA Conference	Pending	Edie Casella	
6	28-Oct-11	Energy	Private Sector Liaison Program	Private Sectors Liaisons would be a great resource to help emergency management understand how the private sector might be impacted by a specific emergency and/or how the private sector can provide assistance.	Identify representatives from key private sector companies that have knowledge of their business operations and their emergency management/incident management operations. These representatives would be able to assist emergency management officials during both emergency and non-emergency situations.	Accept with recommendation: This does exist through the ITTF Private Sector Committee, will work on getting this information more available	Open	ITTF Private Sector Committee	
7	15-Nov-11	Commercial Facilities	Exercise	Exercise activities left a lot to be desired (Virtual via CC and daily status update reports)		Noted: Exercise was developed for physical play, not virtual. Some entities were allowed remote access for inclusion	Closed		
8	15-Nov-11	Commercial Facilities	BEOC Organization	Proper sector representation and the role of each representative was not consistent with expectations set by experiences from other states and FEMA/NRCC	Pattern the organization of the BEOC in parallel with the SIRC using functional groups, with each group having 1-3 sector representatives. Each functional group must be willing to work as an agent for that area with clear understanding that they are not at the BEOC to represent their own organization's interest. We would recommend no more that 10 functional areas.	Ongoing discussions with Private Sector representatives and SIRC Liaisons will continue. Currently, staff are reviewing the use of functional representation versus group representation.	Pending final development and acceptance of BEOC SOP	Edie Casella	

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9	15-Nov-11	Commercial Facilities	BEOC Organization	It was not clear to virtual participants whether requests and data submissions were being received and processed by the retail desk	Suggestions for the types of function groups include the following: Transportation, Communications (land and wireless), Engineering and Construction, Health & Medical Services, Resource/Retail Operations, Hazardous Material Chemical Manufacturing, Energy (separated into gas and electric, and Security)	See item 8. Virtual participation and procedures for request/data flow are under development.	Pending final development and acceptance of BEOC SOP	Edie Casella	
10	15-Nov-11	Commercial Facilities	BEOC Organization	No confidence that communications via e-mail and/or call-in that communications were properly routed		Accepted: Procedure manuals for staffing desk are under development	Active	Edie Casella and SIRC Manager	
11	15-Nov-11	Commercial Facilities	COP	Throughout the exercise, we experienced a lack of situational awareness as reported by sector via the representatives in the BEOC. In particular, we did not get the feeling that our retail sector desk partners fully understood their role. They were reporting notional status of their individual companies rather than the sector as a whole. We could not decipher which counties/regions were able to conduct normal retail business operations and which ones required support from the public sector.	Overall: A standardized set of reporting guidelines should be established and communicated prior to each out brief. Their should be 3-4 pieces of information that each group can universally provide. Provide a posting board for questions that can be answered by functional areas when they are reporting. In addition an operational graphic or map overlay color-coded by business/organization/school status (open/closed) as well as CI (trans, utilities, etc.) would have been very beneficial to all and provided a real clear time view of where to employ response and recovery assets. Placing this on WEBEOC would have been a great tool to use for sector emergency planners: also great visual graphic to follow during briefing during the operational conference calls.	Accept with change: Future Exercises will incorporate DI/SA Structures. Procedure manuals are under development	Active	ITTF Private Sector Committee	
12	15-Nov-11	Commercial Facilities	COP	During the exercise we understood the following weighted model would be used: Green = 90%+; Amber 41-89%; Red = 10-40%; Black < 10 %. However we did not see this utilized in this manner.	Recommendation - Retail Specific: Provide a status of overall retail business, by county, i.e., 30% or 65% open/operational, by type of retail unit format (big box department/discount/grocery/specialty/s hopping malls).	Accept with intent: The need for this is understood, however it must be usable by all sectors	Open	ITTF Private Sector Committee	
13	15-Nov-11	Commercial Facilities	COP	We were not aware of why retail businesses were down, i.e., significant structural damage, lack of utilities (water, elect,), lack of POS systems, and so forth.	To present a clear COP for retail, the BEOC should know the status of major retail distribution centers (DCs) in the impacted region of a disaster event.	Accept with change: Standardized critical and priority information requirements are under development to address this issue.	Open	ITTF and IEMA Ops	

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14	15-Nov-11	Commercial Facilities	CIKR UPDATES	From our perspective in the retail sector, a concise update on power/energy status by county or region was not provided.	Require that at each brief out utilities provide a thorough update on the current status of utilities with an associated ETA for the resumption of power. This information and timeline would greatly assist in developing our one tactical response and recovery plans for assisting our impacted units.	Accept with change: Standardized critical and priority information requirements are under development to address this issue.	Open	ITTF Private Sector Committee	
15	15-Nov-11	Commercial Facilities	COMMUNICATIONS / REPORTING	There was a gap in how individual companies are required to communicate with the functional group desks. We attempted to use the assigned mailbox, but it took a day before anyone in the BEOC accessed this account, respond to requests/submissions, or reports.	We would propose sharing information using a standard template for future retail status reporting. We have used standard excel data files during both real-world and exercises in the past, with fields such as long/lat, current status, receive for status, and type of resource the location is.	Accepted: Procedure manuals for staffing desk are under development	Open	Edie Casella	
16	15-Nov-11	Commercial Facilities	COMMUNICATIONS / REPORTING	Feedback from the retail desk (players) indicated they did not have or know what the SOP was for their position within the BEOC.	Training	Accepted: Procedure manuals for staffing desk are under development	Open	Edie Casella and SIRC Manager	
17	15-Nov-11	Commercial Facilities	RFR/RFI	Process for on how the BEOC intends to "push" and "pull" information from the private sector was unclear. While we had access to WEBEOC, the means which the system was used was not to collect or request information, but rather to report status of individual business operational conditions. This was probably due to a lack training of functional area representatives.	Prior to being deployed to the BEOC a short training session (web or in-person), should be completed so that all those in the BEOC will have a base skill set. In addition, it is imperative that representatives at the desk are their to represent their sector not a specific organization.	Accepted: Procedure manuals for staffing desk are under development	Open	Edie Casella and SIRC Manager	

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18	15-Nov-11	Commercial Facilities	ACCESS CONTROL / CREDENTIALING	The process for access control and credentialing continues to be a fracture process that must be formalized prior to an event.	From a retail perspective a quick and simple process to allow our company response and recovery team access to our impacted units is ideal. We know each state, and in some states local jurisdictions, have unique requirements to allow company representatives into impacted areas. During SLE 11, the process briefed required PS organizations to forward access control rosters to the BEOC where they would be consolidated. These lists were then provided to MABAS operated reception centers in the impacted areas. We were told they could be operational within 4-5 of incident/disaster. Company representatives would then present photo IDs upon arrival at each reception center to gain access to company owned facilities. Although this sounds great on paper, and by design, we interested in feedback on how this process has been used during actual disaster response activities or even a full-scale exercise.	Accepted: The State has adopted the Tier 2 Credentialing Process. CUSEC is looking into credentialing issues and access control issues as well	Active	Credentialing: IEMA Ops and MABAS. Access Control: ITTF Private Sector Committee and Emergency Management Committee	
19	16-Nov-11	Health Care and Public Health	Exercise		Any requests for resources on the hospital side need to come through the established communication pathways, which go through IDPH in the SIRC.	Accepted: Procedure manuals for staffing desk are under development, which will help with communication between SIRC and BEOC	Open	Edie Casella and SIRC Manager	
20	23-Nov-11	Energy	Exercise	Felt like the SEOC was expecting the BEOC to be a better source of 'stuff,' but in addition to being able to provide resources, the BEOC was also able to quickly provide solutions to issues.		Intent: The BEOC is primarily designed to act as a disaster intelligence and situational awareness center for better coordination between Private Sector and Government representatives. Clarification is needed on how Private Sector/Industry capabilities and capacity can be used to quickly overcome potential problems or issues.	Active	ITTF Chairperson	
21	29-Nov-11	Energy	Exercise	This was a good first attempt to involve the private sector at such a high level.		All Private Sector entities are encouraged to continue providing feedback that could enhance the BEOC.	Closed		
22	30-Nov-11	Commercial Facilities/Retail	Exercise	The representative for the Retail Sector should be someone from the Retail Association.	Continue the BEOC development and make sure to train multiple people for each sector.	Accepted	Active	ITTF Private Sector Committee	

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23	30-Nov-11	Communication	Exercise	The simulation could have been more interactive between the SEOC and the BEOC. Also, we know what we need to do and how we need to do it during a disaster, we simply need help identifying open transportation routes in and out of our key areas. We also need help obtaining the proper credentials and clearance to get there.	We need to have clearly established points of contact with IDOT, IEMA (or whoever provides credentialing), and the ICC.	Accepted: The State has adopted the Tier 2 Credentialing Process. CUSEC is looking into credentialing issues and access control issues as well	Active	Credentialing: IEMA Ops and MABAS. Access Control: ITTF Private Sector Committee and Emergency Management Committee	
24	30-Nov-11	Chemical	Exercise		A sector should be assigned that is made up of the Public/Private partnerships from around the state. As the lone person from the chemical sector and being from the North, I had no idea of who was impacted in the Southern areas.	Accepted	Active	ITTF Private Sector Committee	
25	1-Dec-11	Health Care and Public Health	Exercise	Lines of communication have been established; keeping those lines flowing and expanding to additional sectors is an important factor in improving responses to emergencies.		Intent: The State of IL in direct coordination with Private Sector representatives intends to continue an open line of communications and coordination for effective response and recovery to all hazards.	Active	ITTF Chairperson	
26	1-Dec-11	University Comments	Exercise	Identifying which datasets are available from the business sector could be accomplished through a survey similar to the needs assessment. Once it is determined who has data that they are willing to share, the technical means for sharing data can be implemented. Data security will be an issue, and establishing user roles and credentials for different datasets from the private sector. Businesses are utilizing WEBEOC for other tasks.		Accepted: Ongoing project between IEMA and ISU	Active	IEMA IT	
27	5-Dec-11	Retail	Exercise	SLE / BEOC was well organized and it was great to network with new people from the public and private sectors.		All Private Sector entities are encouraged to continue providing feedback that could enhance the BEOC.	Closed		
28	5-Dec-11	Retail	BEOC Organization	BEOC can be used to help assist the public sector in the event of a disaster and better serve the citizens of Illinois.		All Private Sector entities are encouraged to continue providing feedback that could enhance the BEOC.	Closed		
29	5-Dec-11	Water	Exercise	ILWARN will be drafting an assessment of Water Sector participation during the exercise and will provide suggestions on expanding the BEOC representation.		All Private Sector entities are encouraged to continue providing feedback that could enhance the BEOC.	Closed		
30	5-Dec-11	Commercial Facilities/Retail	Exercise		Need to provide opportunities for the private sector to meet under the leadership of IEMA in order to continue the learning process and the building of relationships.	Accepted: Will develop an initiative to encourage involvement on a regional wide basis. A letter will be sent to primary Private Sector associations to encourage attendance	Active	ITTF Private Sector Committee	

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31	14-Dec-11	Emergency Services	SEOC-BEOC	Training is needed for the SEOC on what the BEOC is.		Accepted: Procedure manuals for staffing desk are under development	Open	Edie Casella and SIRC Manager	
32	14-Dec-11	Emergency Services	SEOC-BEOC	No notification process for BEOC members, or procedures, if they exist.		Accepted: Procedure manuals for staffing desk are under development	Open	Edie Casella, SIRC Manager, and ITTF Private Sector Committee	